

Contact Us

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Contact Information

Contact Info

We care about our agents and your experience. Please don't hesitate to reach out to us at any time during or after the quoting and binding processes.

Quote and Pre-bind Contact Information:

Do not contact the numbers or emails below for any help after the policy is bound. See POST BIND Contact Information below these details.

Customer Line: 877-218-7865 **THIS LINE SHOULD BE USED FOR CUSTOMERS ONLY**

- **Agent Line: 855-939-5367 **THIS LINE IS FOR AGENTS ONLY**** *Please do not give your customers this number as we are not able to assist customers in certain capacities. Press:*
 - **1** for customer care for existing or canceled policies (including underwriting)
 - **2** for canceling a current policy
 - **3** for agency/technical support
 - **4** for claims
- **Tech Support Email:** agencytechsupport@elephant.com
- **Underwriting Email:** underwriting@elephant.com
- **Chat** is available on the quote journey and Agency Resource Center Monday-Friday 8:30 am-5:30 pm ET and Friday 8:30 am-5:00 pm ET
- **Hours of Operation:**
 - Monday - Friday: 8 am-5 pm ET
 - Saturday and Sunday: Closed

Post Bind Contact Information:

You are able to access our Agency Servicing Portal to manage the policies you have sold [here](#). You will need to register first, you can email agencytechsupport@elephant.com to get your company code.

If you or your customer need to reach us regarding their account after they have purchased, they can contact us in many different ways based on their preference.

Customer Care:

Customer Line: 877-218-7865 **THIS LINE SHOULD BE USED FOR CUSTOMERS ONLY**

- **Agent Line: 855-939-5367 **THIS LINE IS FOR AGENTS ONLY**** *Please do not give your customers this number as we are not able to assist customers in certain capacities. Press:*
 - **1** for customer care for existing or canceled policies (including underwriting)
 - **2** for canceling a current policy
- **Email:** customercare@elephant.com
- **Chat** is available for existing or canceled policies on the [agency portal](#) Monday-Friday 9 am-6 pm ET
- **Hours of Operation:**
 - Monday - Friday: 8 am-6 pm ET

- Saturday and Sunday: Closed

Underwriting (POST-bind only): 855-939-5350

- **Underwriting Email:** underwriting@elephant.com

Claims:

- **Phone:** 844-937-5353
- **Fax:** 804-955-1722
- **Email:** claims@elephant.com
- **Mailing address:**
 - P.O. Box 5205
Glen Allen, VA 23058

 **Chat**
